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FROM Jeffrey S. Smith (650) 849-4800 (650) 849-4422  
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PAGES (including this cover page): 12

RE U.S. Patent Application Serial No. 09/593,978  
Filed: June 13, 2000  
Title: APPARATUS AND METHOD FOR COMPANY REPRESENTATIVES TO  
MONITOR AND ESTABLISH LIVE CONTACT WITH VISITORS TO THEIR WEBSITE  
Applicant: Manu Kumar  
Assignee: E.piphany, Inc.  
Attorney Docket No.: EPI-023 US (7008082001)

## Message:

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Printed Name:

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## Enclosed:

- Transmittal (1 pg.);
- Response to final Office Action (10 pgs.).

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<b>TRANSMITTAL FORM</b> (to be used for all correspondence after initial filing)		Application Number	09/593,978
		Filing Date	June 13, 2000
		First Named Inventor	Manu Kumar
		Art Unit	2144
		Examiner Name	M. Delgado
Total Number of Pages in This Submission	12	Attorney Docket Number	EPI-023 US (7008082001)

ENCLOSURES (check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment / Reply (10 pgs). <input checked="" type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): <b>Fax Cover Sheet to Examiner</b>
Remarks		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	Bingham McCutchen LLP
Signature	Bernard F. Rose, Reg. No. 42,112 
Date	May 6, 2004

CERTIFICATE OF MAILING			
I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.			
Typed or printed name	Sheila Badon		
Signature		Date	May 6, 2004

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Appl. No. 09/593,978

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PATENT  
Docket No. EPI-023 US  
7008082001

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Dated: May 5, 2004Name of Person Certifying: Sheila Badon

Printed Name: Sheila Badon

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Serial No.: 09/593,978  
Applicant: Manu Kumar  
Assignee: E.piphany, Inc.  
Filing Date: June 13, 2000  
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AND ESTABLISH LIVE CONTACT WITH VISITORS TO THEIR WEBSITE  
Examiner: Michael Delgado  
Group Art Unit: 2144  
Attorney Docket: EPI-023 US (7008082001)

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## RESPONSE TO FINAL OFFICE ACTION

Dear Sir:

In response to the final Office action mailed on February 6, 2004, please amend this application as follows.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 6 of this paper.